

TENNESSEE REAL ESTATE APPRAISER COMMISSION

CUSTOMER SERVICE SURVEY

The Commission staff is committed to providing you with the most prompt and efficient service possible. We are interested in knowing how we are doing.

Please take the time to print out and complete the survey below and return to:

Tennessee Real Estate Appraiser Commission
500 James Robertson Parkway, Suite 620
Nashville, Tennessee 37243-1166
Fax: (615) 253-1692

What was the nature of your most recent (within the last six months) contact with our office? (Please check as appropriate)

Licensing

- ☐ Initial/Upgrade Application
- ☐ Renewal
- ☐ Course Approval
- ☐ Other (please explain): _____

- ☐ Complaint/Enforcement Issue
- ☐ General Information
- ☐ Other (please explain)

Employee Name (optional): _____ **Date:** _____

Statements	Check As Appropriate					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
Staff was courteous and helpful						
Staff provided complete and accurate information						
A timely response was provided						
My overall experience was positive						
In addition, please complete the section below						
The application forms were understandable						
The application forms were easy to use						
The instructions were understandable						

Web Site

Have you ever visited our Web Site (www.state.tn.us/commerce/treac) prior to this survey? ☐ Yes ☐ No

If Yes, approximately how many times within the past six months? _____

What types of information would you like available on this site? _____

Please indicate your type of employment

- ☐ Independent fee appraiser
- ☐ Employee of bank or savings and loan
- ☐ Government employee as an appraiser
- ☐ Review Appraiser for one of the above
- ☐ Trainee
- ☐ Other (please explain) _____

Comments: _____

(Optional)

Name: _____

Address: _____

Telephone: _____

If licensed, please state license level

- ☐ Certified General ☐ Certified Residential ☐ State Licensed